



The Commonwealth of Massachusetts
Executive Office for Administration and Finance
Information Technology Division

One Ashburton Place • Room 801 • Boston • Massachusetts • 02108

ARGEO PAUL CELLUCCI
GOVERNOR

CHARLES D. BAKER
SECRETARY

T. LOUIS GUTIERREZ
CHIEF INFORMATION OFFICER

Telephone: (617)973-0762
Facsimile: (617)727-3766

March 13, 1998

To All Interested Parties:

I am pleased to share with you the enclosed report, *Online Government in Massachusetts*, prepared by the Massachusetts Online Government Task Force. This report consolidates the research and discussions conducted by the Task Force into a vision and recommendations for Online Government in the Commonwealth.

The growing level of agency interest and creativity in making government more accessible and effective through the use of online technologies is truly exciting. As agencies move ahead with their project planning, however, it is incumbent upon all of us to make sure that we are presenting a consistent "face" of government to our citizens and partners. It is also crucial that we realize economies of scale and avoid duplication of effort by building the type of infrastructure, services and support that can adequately sustain current and future online government applications.

Publishing this report constitutes the first of a series of steps the Information Technology Division (ITD) plans to take with the collaboration of other state agencies to implement a coordinated, statewide approach to Online Government. Various ITD units, in collaboration with other agency staff, will be involved in developing standards, guidelines and policy options covering the various areas referenced in the report recommendations.

In June of this year, ITD will host an Online Government Summit to bring together key Commonwealth information technology and policy staff. The Summit will be both informational and collaborative in nature. At its conclusion, participants should come away with a clear understanding of where we stand currently; a common understanding of roles and principles/standards, and a plan for future activities.

Shortly after the Summit, ITD will publish the Commonwealth's Online Government Strategic Plan. The plan is envisioned as a living document that will be continually updated to reflect evolving needs and technologies. In the Fall, ITD will collaborate with Government Technology to present an Executive Leadership Forum on Electronic Commerce.

Please stay tuned for more details on these activities. I would appreciate any comments or suggestions you may have regarding the enclosed report and our plans for next steps.

Sincerely,

T. Louis Gutierrez
Chief Information Officer

Enc.: *Online Government in Massachusetts* report